

COMMISSIONERS
DOUG LITTLE – Chairman
BOB STUMP
BOB BURNS
TOM FORESE
ANDY TOBIN

ORIGINAL



0000171501

ARIZONA CORPORATION COMMISSION

July 1, 2016

To: Docket Control

RE: Liberty Utilities (Entrada Del Oro Sewer) Corp. – Customer Comments

Docket No. SW-04316A-16-0085 and SW-04316A-16-0078

RECEIVED
2016 JUL -5 A 10:01
AZ CORP COMMISSION
DOCKET CONTROL

Please docket the attached 27 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUL 5 2016

DOCKETED BY	
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SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 6/27/2016

Opinion Number: 2016 - 132613

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/1/2016 8:43 AM

First Name: Gwendolyn

Last Name: Shah

Account Name: Gwendolyn Shah

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Opposed to rate increase from \$70 to \$135

SW-04316A-16-0078
SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132591	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 7/1/2016 8:43 AM	

First Name: Mark	Last Name: Albertsen	Account Name: Mark Albertsen
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

If this is approved, Liberty will not have to hold themselves accountable for their operating costs and expenses. When Liberty made the decision to purchase this treatment plant, they should have done a better job with their due diligence. They apparently disregarded the demographics, part time owners versus full time residents, economic conditions and the obvious factor that there is no growth in the area- past, present or near term. They should not be allowed to arbitrarily be allowed to raise rates because of their lack of evaluation and ability to operate with cost constraints. Thank you

SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 6/27/2016

Opinion Number: 2016 - 132595

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/1/2016 8:42 AM

First Name: Louis

Last Name: Kleewein Jr.

Account Name: Louis Kleewein Jr.

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

This is a ridiculous amount for a raise. I could understand a raise of ten or fifteen dollars a month but this is terrible we need some help to stop being ripped of.

SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 6/27/2016

Opinion Number: 2016 - 132597

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/1/2016 8:42 AM

First Name: Robert & Marie

Last Name: Bracki

Account Name: Robert & Marie
Bracki

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Cell: <<< REDACTED >>>

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

RE: Docket Nos. SW-04316A-16-0085 and SW-04316A-16-0078 We strongly urge the commission to reject the proposed rate hike for Liberty Utilities customers in Entrada Del Oro! We have never received notification from Liberty Utilities indicating they were seeking a rate hike. We only became aware of the situation from our neighbors. We are retirees and find this proposed increase extremely onerous. The proposed rate hike is outrageously high and completely out of line with rates elsewhere in Arizona. The current \$70 a month flat rate is already higher than virtually anywhere else in Arizona. Our nearby neighbors (also using Liberty Utilities) in Peralta Trails pay only \$52.40 per month. If approved, the proposed monthly rate for Entrada Del Oro homeowners would be off the charts, not to mention higher than anywhere else in Arizona! Besides burdening the many retired people in the community, such a sewage rate would decrease the value of our homes and make selling current or future homes more difficult. Further, many home owners are away for four to nine months out of the year, so are already paying between \$280 and \$630 for sewage service when they receive no benefit at all. Assuming the proposed \$133.74 monthly rate, those charges for sewer service not utilized nor needed would climb to between \$535 and \$1,204 per year, if this outrageous increase is allowed to go into effect. Liberty Utilities appears to be using questionable accounting practices and makes an unclear case for lack of profitability. Perhaps the real cause is poor management on the part of Liberty Utilities. Liberty's parent company, Algonquin Power & Utilities of Oakville, Canada, continues to show profits approaching a quarter billion dollars per year, coupled with increased dividends to stockholders for four years - sixteen consecutive quarters. Clearly the Entrada Del Oro community did not grow as had been expected, but risk-taking is part of business decision-making. The homeowners in Entrada Del Oro should not have to pay for the market down-turn and resulting financial issues with Liberty Utilities - our whole country is still recovering from the economic downturn. Further, we can't imagine that anyone would come forward to bail us out if we made a poor investment, or volunteer to reimburse me for the money we lost in that same downturn. Finally, there appears to be no provision for a rate reduction to residents, when the community does reach the planned size and Liberty is able to optimize its operations. Once again, we strongly urge the commission to reject the proposed rate increase for Liberty Utilities customers in Entrada Del Oro.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132592	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 7/1/2016 8:38 AM	

First Name: Thomas	Last Name: Polfliet	Account Name: Thomas Polfliet
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	Home: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

Why would the state allow the sewer company to raise its rates by 90%. A raise in rates this large is uncalled for and excessive. This sewer rate is larger than our current HOA and will result in the homeowners losing value on their homes. Instead of being able to build our community it will destroy it. It will devalue our property values and residents will be unable to sell as a prospective buyer will look at these sewer costs and wonder WHY. As our current community has no benefits for our HOA dues other than garbage a prospective buyer will be turned off and look else where to purchase a home. A small community such as ours cannot withstand a rate increase such as this without substantial repercussions. We would be incurring the largest sewer rates in the entire state. I believe that the commission should not allow this rate increase.

Notes by Mary Mee today 6/30

Web submission received 6/30

I am totally against a raise of this magnitude. A monthly sewer rate increase of over 90% is not in anybody's best interest. I am not sure what the commission would be gaining by allowing this large of an increase. Not only will it be a hard ship for most or all of the community but have an adverse effect of all of our property values. A homeowner that needed or wanted to sell their property would be hard pressed to get anywhere near the market value when having to disclose a sewer rate that would be the largest in the state of Arizona. Entrada Del Oro is a much smaller community than originally planned due to the market upset a few years ago. We currently have no amenities except garbage for our HOA dues. This is largely due to the fact that the building was stopped after the housing market took a dive in Arizona. I do not believe that a sewer increase this large will help the growth of our community now or in the future. I believe that if this increase should take place that not only will I seriously consider moving but many in the community will also. If this would occur because of a positive vote by the commission that would be a sad day for all in Entrada Del Oro.

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/30/2016
Opinion Number: 2016 - 132721 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/30/2016 4:12 PM

First Name: Eric and Tammy **Last Name:** Ahlstrom **Account Name:** Eric and Tammy Ahlstrom
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

In my opinion 70.00 per month for sewer is to much. I would think your sewer bill would be calculated by how much water a household uses per month, my water bill is 47.00 per month. I don't see how that justifies a 70.00 sewer bill and for that to be increased by over 90% is ridiculous. My household is on a fixed income, we would have to sell, and with that kind of sewer rate no one would want to buy .

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/30/2016
Opinion Number: 2016 - 132717 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/30/2016 3:09 PM

First Name: Dustin **Last Name:** Farber **Account Name:** Dustin Farber
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We are strongly opposed to any increase in our sewer rates as we currently pay the highest rates in the entire east valley. We also take issue with Liberty Utilities trying to raise our rates by saying that they are losing money, when in the parent-companies annual report they brag about a \$200/million profit in 2015. Surely, they can absorb this minor operating loss, much more than hard working families can afford to absorb such an outrageous rate increase. I also feel that some of the accounting practices used by Liberty Utilities are questionable at best, as illustrated in direct testimony from a RUCO analyst regarding a similar rate case currently before you (docket#15-0368). Furthermore, when Liberty Utilities purchased the water treatment facility in 2008, did they not purchase it at a price that reflected the current income, and not the future value if and when the community is fully built out, making their investment in this utility a calculated business risk? If so, why should we be forced to pay for their poor investment decision, and mismanagement? If approved, we would be forced to pay the highest sewer rates in the entire state of Arizona, and have no other options available for such services. Also and most importantly, ANY increase would have a very big impact on our current and future home values, possibly destroying our community! Please do not let this profit hungry private utility take advantage of so many hard working families and retirees in their quest for even MORE profits! As a first-responder, I sometimes struggle to provide a nice home to raise my young family. If ANY increased is approved it would prove to be a tremendous hardship for us, and many others within the community. I therefore strongly urge you to deny this ridiculous proposed rate increase! Thank you for allowing me to provide my opinion and voice my strong opposition in this matter! Sincerely, Dustin and Holly Farber

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0078

SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/30/2016
Opinion Number: 2016 - 132700 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/30/2016 9:07 AM

First Name: Terry and Sally **Last Name:** Glynn **Account Name:** Terry and Sally Glynn

Address: <<< REDACTED >>>

City: Gold Canyon **State:** AZ **Zip Code:** 85118

Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We do not agree with the new assessment rate. We believe that when Liberty Water invested in this subdivision they had a choice. They could hook this subdivision on the service that provides Peralta Trails, or they could build a new treatment plant. They choose to build a new plant for Entrada del Oro based on PROJECTED houses to be built. We feel that since all the homes were not built as they anticipated, that are now passing the loss on to us as homeowners. This was a business decision by Liberty Water. They invested in this plant. Because their projected homeowners did not work out, they want to pass their BUSINESS LOSS on to us. They had a choice, to build or not. We do not have a choice as to who provides service. Liberty Water should have to absorb this loss across their Company and not to the homeowners individually. Liberty Water needs to be made accountable for their bad investment, not the homeowners of Entrada del Oro. We respectfully request that this issue be set for public hearing. However, we are insisting that this hearing be set for late fall when at least 1/3 of the homeowners will be back residing in the subdivision. They should also have a right to be heard at a public hearing! Thank you, Terry and Sally Glynn

Investigation

Date: 6/30/2016 **Analyst:** Mary Mee **Submitted By:** Telephone **Type:** Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/30/2016
Opinion Number: 2016 - 132698		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/30/2016 8:25 AM	

First Name: Fay	Last Name: Wessenberg	Account Name: Fay Wessenberg
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Home: <<< REDACTED >>>		

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

The current rate of \$70 is very high and any increase is very difficult to imagine. An increase of 90% is high. I'm sure they are not going to shoot for 90% but any increase is very gross.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0078
SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/30/2016
Opinion Number: 2016 - 132708 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/30/2016 11:18 AM

First Name: Robert **Last Name:** Miselis **Account Name:** Robert Miselis
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Called in to say he feels that they haven't provided enough information and do not justify increase - opposed.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Trish Meeter	Telephone	Investigation
Docketed.			

SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/30/2016
Opinion Number: 2016 - 132710		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/30/2016 11:21 AM	

First Name: Brenda	Last Name: Beakler	Account Name: Brenda Beakler
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code:
Home: <<< REDACTED >>>		

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085

Called in to say she is against the increase - this is just wrong, current \$70 bill is already too high.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Trish Meeter	Telephone	Investigation
Docketed.			

SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132599 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/28/2016 12:48 PM

First Name: lisa **Last Name:** jones **Account Name:** lisa jones
Address: <<< REDACTED >>>
City: gold canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

This price increase is unnecessary and will cause a hardship on me and my family. We rent out here because it is a beautiful quiet place and the rent is reasonable for what we have. To raise the sewer prices just because Liberty Water feels they can is unacceptable. They already receive \$70 per house per month which is about double what I paid when I lived closer to town. Please do not allow them to raise the price of the sewer. Thank you for your time and consideration.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0078
SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132659	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/28/2016 1:26 PM	

First Name: Celena	Last Name: Angstead	Account Name: Celena Angstead
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

The proposed utility rate hike of over 90% is appalling. Many of the homeowners in the Entrada Del Oro subdivision bought our homes at the peak of the housing bubble before it burst. Our homes are already either underwater or have very little equity. The proposed rate hike would certainly diminish our property values more so. We held up our end of our mortgage contracts by not walking away when times were tough and continued to pay our obligations, likewise, Liberty Utilities should have the same fate. They bought at the wrong time as did we and they too should have to weather the storm. We don't have a bail out nor should they. For those in a rural community to have to pay \$135 monthly for sewer is ridiculous at \$70 a month we already pay more than any of the neighboring communities. This will have a negative impact on our already low property values and the ability for us to sell our homes in the future.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Michael Buck	Telephone	Investigation

Entered for the record and docketed. Closed.

SN-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Deborah Reagan	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132661		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/28/2016 12:21 PM	

First Name: Adrian	Last Name: Hamaluk	Account Name: Adrian Hamaluk
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085	Docket Position: Against
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Customer is opposed to the proposed rate increase. He feels it is too high. He would support a much smaller increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Deborah Reagan	Telephone	Investigation
Comments entered for the record and filed with Docket Control.			

SW-04316A-16-0078

SW-04316A-16-0085

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132651		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/28/2016 11:24 AM	

First Name: Donavon	Last Name: Czech	Account Name: Donavon Czech
Address: <<< REDACTED >>>		
City: Gold Canyon	State: ND	Zip Code: 85118
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	Home: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

In my opinion the current rate for the sewer utility at \$70.00 per month is already high. As a 3 month winter resident/owner in Entrada del Oro, the company is already collecting \$630.00 per year from me for services that are not rendered. The development had many winter resident owners for which the company collects year round and does no services for the monthly fee. The increase is just so out of line in regard to increase. I strongly oppose this increase.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Michael Buck	Telephone	Investigation
Entered for the record and docketed. Closed.			

SW-04316A-16-0078
SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132645 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/27/2016 4:19 PM

First Name: Jim **Last Name:** Jolly **Account Name:** Jim Jolly
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:**
Home: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085 **Docket Position:** Against

Customer is opposed to the proposed rate increase. It is too high.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 6/27/2016

Opinion Number: 2016 - 132543

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/27/2016 8:15 AM

First Name: Richard

Last Name: Darling

Account Name: Richard Darling

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

To whom this may concern, Our family is very works very hard every month to pay our bills on-time and this would create a major hardship which could cause us to move from this community! Sincerely, Rick Darling

Investigation

Date:

Analyst:

Submitted By:

Type:

6/27/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132546 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/27/2016 9:37 AM

First Name: Donald and **Last Name:** Berbenak **Account Name:** Donald and
Maureen **Maureen Berbenak**
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

There is no way to justify such a large increase that will result in this area having the highest sewer rates in the State of Arizona.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132547 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/27/2016 9:41 AM

First Name: Jill **Last Name:** Harrison **Account Name:** Jill Harrison
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

The monthly rate is already significantly higher than those billed to surrounding communities and appears to be an arbitrary figure based on? Certainly not usage. The rate should be directly linked to water consumption as this would provide an accurate and fair method of calculating household usage.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW- 04316A - 16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132574 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/27/2016 10:41 AM

First Name: Ian **Last Name:** Black **Account Name:** Ian Black
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

A semi-public utility that has, for all intents and purposes, a monopoly on a service should NEVER be allowed to spring a price increase of this magnitude on the customers they service. It indicates greed and/or mismanagement within their organization. Subjecting their customers to greed in this kind of scenario is unacceptable. It is not their customers job to make sure their corporate officers can buy a new Mercedes every year. Mismanagement that would suggest this kind of increase should result in the firing of the company's CEO, CFO, and COO for gross incompetence. This is coming from a long time successful business owner, and yes, CEO.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 6/24/2016

Opinion Number: 2016 - 132537

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/27/2016 9:24 AM

First Name: John & Sharyn

Last Name: Soper

Account Name: John & Sharyn
Soper

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Cell: <<< REDACTED >>>

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

An increase of more than 90% for our sewer service is outrageous . This is either a sign of poor management, or gouging, either in the past or present day. We should not be responsible for recouping investor losses from the past, whether due to poor management or risk. Such an increase in the rate may prove to be a hardship for several residents of this community, i.e. young families & senior citizens on fixed incomes. Additionally, with other near-by housing developments of Gold Canyon offering significantly lower sewage service rates, the higher rates imposed on this neighborhood would undoubtedly discourage any potential interest from future would-be homebuyers from seriously considering making an investment in a home here. By extension, the fall in sales of available homes in the neighborhood would lower the fair market value of the homes currently owned by residents.

Investigation

Date:

Analyst:

Submitted By:

Type:

6/24/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0078

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132583 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/27/2016 10:44 AM

First Name: greg **Last Name:** miller **Account Name:** greg miller
Address: <<< REDACTED >>>
City: GoldCanyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We are already paying one higher sewer rates in Az This increase would cause unfair costs to the residents of Entrada Del Oro and cause a devaluation of the housing market in community because the extreme sewer charges.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 6/28/2016

Opinion Number: 2016 - 132604

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/28/2016 1:06 PM

First Name: Mary

Last Name: Kilpatrick

Account Name: Mary Kilpatrick

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

As an eight-year homeowner in this community, I can assure you that a rate increase of almost double the current rate is outrageous, and would seriously cause us to consider selling. The increase of 90% in monthly fees would result in the highest sewer rates. in the entire state for us, and more importantly, would have a dramatic and negative impact on our property values, and our ability to sell our home in the future. We implore you to not allow this increase to take place. Sincerely, Mary and Craig Kilpatrick

Investigation

Date:

Analyst:

Submitted By:

Type:

6/28/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0085
SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132605 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/28/2016 1:25 PM

First Name: Tamera **Last Name:** Raleigh **Account Name:** Tamera Raleigh
Address: <<< REDACTED >>>
City: Gold canyon **State:** AZ **Zip Code:** 85118
Work: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

I am opposed to the requested 90% rate increase. Making these the highest rates in Arizona resulting in a negative impact on property values and ability to sell homes in the Entrada Del Oro community in the future.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0085
SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132606	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/28/2016 1:27 PM	

First Name: Ronald	Last Name: Farrington	Account Name: Ronald Farrington
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We fee; it's very unfair that we will be paying the highest rate in the state of Arizona. No one is going to build in this area with the sewer rate that high. The sewer rates will be almost as high as the Home Owners Association fees, which doesn't make sense. We feel the rate hike will affect the sale of our property if we wanted to sell . We are only there six months out of the year, so if you raise the sewer rates, we feel we shouldn't have to pay for the other six months. In our home town, we don't have to pay for the water, sewer, & garbage the six months we're gone Our bill for all three is less than your sewer rate now. So, why do you need all the money for the whole year & we're only there for six months. We think this raise is very unfair. Ron & Nancy Farrington

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

SW-04316A-16-0085
SW-04316A-16-0078

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132610	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/28/2016 1:35 PM	

First Name: Gwendolyn	Last Name: Shah	Account Name: Gwendolyn Shah
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Foreign Number: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer
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Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

My husband and I are STRONGLY opposed to the proposed increase in monthly rates for our sewer service for the following reasons: - We are already at a disadvantage in having a fixed monthly rate rather than being charged based on usage. Many home owners in this community only reside in their home for a maximum of six months, yet pay for sewer services for over half a year when they are not in the home and therefore not using the sewer service. - Our community has already been paying much higher monthly rates than homeowners in other communities. - There are no other options; we are basically held hostage by Liberty Water as there are no other companies offering service in our community. As there is no competition, Liberty Water seems able to raise rates at will. - What is the justification for such a significant increase? To go from an already high rate of \$70 a month to a proposed \$135 a month should require a long list of items from Liberty Water that are mandatory and require this kind of cash flow. Thank you for considering these concerns and to helping our community oppose and stop this increase in sewer rate charges.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

SW-04316A-16-0085

SW-04316A-16-0078

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132603 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/28/2016 1:05 PM

First Name: Keith **Last Name:** Montoya **Account Name:** Keith Montoya
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We are adamantly opposed to this increase. The notification to homeowners has been incomplete & inadequate. Many people were never notified as required. My wife and I are retired, living on a fixed income as is at least half of the neighborhood. The \$70 sewer rate almost prevented a purchase in this neighborhood. We are used to a combined water and sewer never costing that much, except in summer watering times. Instead of increasing OUR rates, this company needs to trim their expenses as any well managed company does. Furthermore, as an example, if insurance companies have a high incident of "claims" in one area, the increased premiums are spread throughout all customers in that state, not singling out a particular neighborhood. An increase in sewer costs will destroy our property values, create severe hardship on our finances and possibly have our neighborhood looking like it did less than 6 years ago with vacancies of half the block. They took on this project, now they need to manage it properly and evaluate ways of reducing their costs, like all reputable companies do, instead of penalizing and destroying this neighborhood. Honestly, this is ridiculous -- the way it's been handled, with partial notification and attempting to raise rates that are already sky high. Please insure our lives are not ruined by an increase which creates hardships for many and eliminates buyers for our homes.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED
